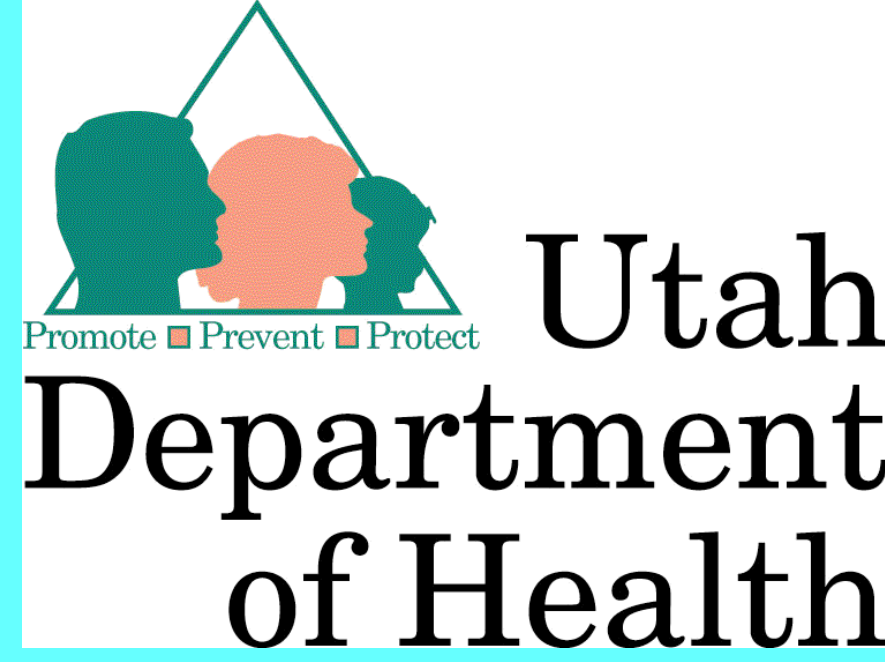


Making Consumer Healthcare Reports Understandable for the General Public and Actionable for Hospitals



Mike Martin, MBA, Carol Masheter, PhD, Lori Brady,
Keely Cofrin, PhD and Wu Xu, PhD
Utah Department of Health



Introduction

Utah Senate Bill (SB) 132 “Health Care Consumer’s Report” requires Utah’s Health Data Committee (HDC) to publish annual hospital comparison reports based on charges, quality and patient safety. The HDC has released a series of topical hospital comparative reports tailored for the general population.

Method

To make the reports scientifically sound and reader-friendly for consumers, we have developed the following management process:

1. Advice by task force representing consumers, hospitals, professionals and public health
2. Obtain provider buy-in: consult with topic experts and obtain clinical review of the report
3. Obtain consumer buy-in: ensure readability through consumer focus group testing
4. Stimulate hospital QI efforts: invite hospital review of the data and pre-release comments
5. Active dissemination: promote online reports via news release and targeted distribution
6. Acquire post-release feedback: utilize public comments for improving future publications.

Note: Reports use nationally recognized measures including APR-DRGs, Inpatient Quality Indicators and Patient Safety Indicators.

Report Samples

Print version

UTAH DEPARTMENT OF HEALTH

Utah Hospital Comparison

Heart Surgeries and Conditions for Years 2002 - 2004

Patient Safety

Quality

Charges

Heart Failure Deaths in Utah Hospitals

This table shows the percentage of deaths for patients with congestive heart failure. (pg 18)

Rating System

- ★★★ Fewer deaths than expected (best)
- ★★ Same as expected
- ★ More deaths than expected

Table Description

Red: did balloon angioplasty and heart bypass surgery.

Gray: did balloon angioplasty but **not** heart bypass surgery.

White: did **nothing**: balloon angioplasty **not** heart bypass surgery.

Actual deaths: are the percentage of patients who died on this hospital if it performed the same as other Utah hospitals for treated similar patient (age, gender, how ill the patient was), **see Glossary** for more details.

Expected deaths: are the percentage of patients who died on this hospital if it performed the same as other Utah hospitals for treated similar patient (age, gender, how ill the patient was), **see Glossary** for more details.

Utah overall did better than expected compared to similar hospitals in the U.S.

For more information, please visit: <http://health.utah.gov/hospitalcare>

Hospital	Patients	Actual Deaths	Expected Deaths	Rating
Utah Overall	10,182	4,57%	5.09%	★★★
LDS Hospital	1,192	4.01%	5.81%	★★
McKay-Dee Hospital	756	4.90%	5.22%	★★
Ogden Regional	325	2.46%	5.36%	★★★
Salt Lake Regional	299	4.01%	4.94%	★★
St. Mark's Hospital	1,082	4.34%	5.11%	★★
University of Utah	838	4.10%	4.54%	★★
Utah Valley Regional	880	5.34%	4.85%	★★
Veterans Administration	568	4.23%	4.93%	★★
Grangerwood Hospital	417	5.52%	6.83%	★★
Doree Hospital	299	9.03%	1.85%	★
Lakeview Hospital	271	4.43%	4.73%	★★
Mountain View Hospital	115	5.22%	4.44%	★★
Pioneer Valley Hospital	281	3.41%	4.93%	★★
Empower Regional	178	3.68%	4.43%	★★
Allen Memorial Hospital	36	0.00%	2.43%	★★
Alta View Hospital	308	4.33%	6.61%	★★
Jonsson Roth Hospital	331	5.03%	4.36%	★★
Ashley Valley Hospital	186	2.83%	5.77%	★★
Beaver Valley Hospital	75	0.00%	5.61%	★★
Centerville Hospital	151	1.99%	4.89%	★★
Central Valley Hospital	59	6.78%	4.76%	★★
Filmore Hospital	40	15.00%	3.42%	★
Garfield Memorial	51	0.00%	5.52%	★★
Glenwood Valley Hospital	43	2.33%	1.83%	★★
Jordan Valley Hospital	163	7.36%	4.50%	★★
Kane County Hospital	41	2.44%	1.71%	★★
Logan Regional	383	2.83%	1.68%	★★
Mountain West Hospital	167	2.99%	5.41%	★★
San Juan Hospital	42	0.00%	2.33%	★★
Sanger Valley Hospital	51	0.00%	5.52%	★★
Sevier Valley Hospital	133	5.26%	4.63%	★★
Utah Basin Hospital	67	5.97%	1.82%	★★
Valley View Hospital	106	1.89%	4.10%	★★

Online Version

Utah Hospital Comparison Report for Selected Hip and Knee Surgeries and Conditions, 2002 - 2004

MyHealthCare in Utah

Home Page / Consumer Reports / Hip and Knee Surgeries and Conditions, 2002-2004

Utah Hospital Comparison Report for Selected Hip and Knee Surgeries and Conditions, 2002-2004

Click on one of the links below to view hospital comparison information based on charges, quality of care and patient safety.

[Hospital Charges](#) | [Hospital Quality of Care](#) | [Hospital Patient Safety](#)

Introduction

The Senate Bill 132, Health Care Consumer's Report, mandates that the Utah Department of Health make health care data more accessible to the public. This report is one of a series of mandated consumer reports intended to help citizens and their families become better informed, active participants in their health care.

Selected Hip and Knee Surgeries and Conditions in Utah Hospitals

Hospital Charges

Many factors will affect the cost for your hospital stay. [Read more...](#)

Surgery/Condition	Web page	Excel	PDF
Hip Joint Replacement	Web page	Excel	PDF
Knee Joint Replacement	Web page	Excel	PDF
Hip and Femur Procedures for Trauma (Except Joint Replacement)	Web page	Excel	PDF
Knee, Lower Leg and Ankle Procedures	Web page	Excel	PDF
Fracture of Femur	Web page	Excel	PDF
Bilateral Knee Joint Replacement (Both knees)	Web page	Excel	PDF

Note: Fracture of Femur - Most hip fractures involve a break in the upper end of the femur (thigh bone) near where it fits into the pelvis.

Knee Joint Replacement

Hospital	Patients	Actual Deaths	Expected Deaths	Rating
LDS Hospital	1,192	4.01%	5.81%	★★
McKay-Dee Hospital	756	4.90%	5.22%	★★
Ogden Regional	325	2.46%	5.36%	★★★
Salt Lake Regional	299	4.01%	4.94%	★★
St. Mark's Hospital	1,082	4.34%	5.11%	★★
University of Utah	838	4.10%	4.54%	★★
Utah Valley Regional	880	5.34%	4.85%	★★
Veterans Administration	568	4.23%	4.93%	★★
Grangerwood Hospital	417	5.52%	6.83%	★★
Doree Hospital	299	9.03%	1.85%	★
Lakeview Hospital	271	4.43%	4.73%	★★
Mountain View Hospital	115	5.22%	4.44%	★★
Pioneer Valley Hospital	281	3.41%	4.93%	★★
Empower Regional	178	3.68%	4.43%	★★
Allen Memorial Hospital	36	0.00%	2.43%	★★
Alta View Hospital	308	4.33%	6.61%	★★
Jonsson Roth Hospital	331	5.03%	4.36%	★★
Ashley Valley Hospital	186	2.83%	5.77%	★★
Beaver Valley Hospital	75	0.00%	5.61%	★★
Centerville Hospital	151	1.99%	4.89%	★★
Central Valley Hospital	59	6.78%	4.76%	★★
Filmore Hospital	40	15.00%	3.42%	★
Garfield Memorial	51	0.00%	5.52%	★★
Glenwood Valley Hospital	43	2.33%	1.83%	★★
Jordan Valley Hospital	163	7.36%	4.50%	★★
Kane County Hospital	41	2.44%	1.71%	★★
Logan Regional	383	2.83%	1.68%	★★
Mountain West Hospital	167	2.99%	5.41%	★★
San Juan Hospital	42	0.00%	2.33%	★★
Sanger Valley Hospital	51	0.00%	5.52%	★★
Sevier Valley Hospital	133	5.26%	4.63%	★★
Utah Basin Hospital	67	5.97%	1.82%	★★
Valley View Hospital	106	1.89%	4.10%	★★

Hospital Quality of Care

Many factors affect a hospital's performance on quality measures. [Read more...](#)

Indicator	Format
Hip Fracture* Death Rate	Web page
Hip Replacement* Death Rate	Web page

More information about quality indicators can be found at the [Agency for Health](#)

Other quality measures can be found at [Hospital Compare](#) and [HealthInsight](#).

Hospital Patient Safety

“The Utah Department of Health is committed to publishing reports that empower patients and families to become actively involved in their health care.”

David N. Sundwall, M.D.
Executive Director

Execution

The office has successfully released four new topic-specific reports including an updated maternity report.

Maternity and Newborns (2)
Heart Surgeries and Conditions (1)
Hip and Knee Surgeries and Conditions (1)
Pneumonia Hospitalizations (1)

A total of six focus groups were held in 2005-2006 to receive formal input prior to the reports being released.

All major newspapers, radio and TV stations in Utah reported the release of each report.

Conclusions

Focus group and post-release feedback has confirmed that consumers are using the reports for health care decisions.

Several hospitals stated that the reports are useful and have inspired quality improvement.

All of the reports will be updated in 2007, as well as releases focusing on gall bladder procedures and general surgeries.

Shared knowledge with other states currently active in public reporting is essential for continued implementation.

Reports can be directly accessed at **MyHealthCare in Utah** Web site:

<http://health.utah.gov/myhealthcare>